

Membrane Performance Agreement (MPA)

builds on SUEZ's warranty and integrates a performance guarantee with membrane repair and replacement



what is a MPA?

A membrane performance agreement that:

- Guarantees the performance of the ZeeWeed* ultrafiltration membrane modules for up to a ten-year period through planned arrangements for membrane repair and replacement.
- Combines guaranteed membrane performance and premium Lifecycle Services' offerings together for one monthly fee.
- Sets the stage for an efficient, performance focused collaboration between the client's operations team and SUEZ; creating a shared pursuit of continuous improvement and maximum membrane life.

how can a MPA help me?

- Peace of mind knowing that membrane performance is guaranteed for a ten-year period. A MPA takes the hassle and expense out of unexpected product repairs.
- Provides accountability; roles, responsibilities and costs are clearly divided between the client and SUEZ. SUEZ will assign you a Project Manager and a Process Specialist. These individuals will work directly with your team to help ensure your plant is running at its best.
- Access to expertise; A MPA provides you with a portfolio of premium services offerings that will connect you with the best technical service team in the industry. You will have access to teams of field service, technical, process, and controls specialists; all with the single goal of maximizing your plant's performance.

- Protect your investment against unexpected repairs after the initial warranty period and mitigate the risk of costly repairs. A MPA offers you more than a standard warranty; giving you enhanced protection from day one.

what is typically included in a MPA?

The scope for a MPA is customizable and will vary on a customer's needs and wants. Some of the items are below:

- Membrane performance guarantee based on pre-agreed process parameters
- Membrane replacement protocol based on contracted terms
- A dedicated MPA Project Manager
- A dedicated Process Support Analyst
- 24/7 Technical Support
- Remote Monitoring & Diagnostics Services – ZenoTrac* & ModuleTrac
- Scheduled service visits including repair and replacement visits if required
- SUEZ will perform all membrane repairs throughout the duration of the agreement using repair materials and tools supplied by SUEZ
- Continuous improvement through the development of operating protocol and process optimization with the help of a site dedicated SUEZ process specialist
- Emergency inventory of membrane modules and module blanks kept on site to be used when required

Find a contact near you by visiting www.suezwatertechnologies.com and clicking on "Contact Us."

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